

HIPAA TCS PROJECT TESTING PROBLEM REPORTS

Problem Report Overview

Background To have detail documentation of system processing discrepancies and resolutions, and tracking to ensure applicable documentation updates occur.

Purpose To document, track and rectify any system processing discrepancies identified during HIPAA TCS Project Testing.

Policy To notify appropriate team members of system discrepancies and required documentation for resolution in a timely manner.

Problem Report Processes must be initiated the date mapping specifications are turned over to mapping team or system proposals have been approved.

In this section In this section the following procedures are presented:

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Problem Report Overview, Continued

Procedures for Tracking Problem Reports

Use the following procedures to track problem reports and their corresponding SSR's, if appropriate.

Step	Action						
1	Make sure the problem report includes a complete explanation of the problem and has the initials or signature of the HIPAA TCS Project Manager or Test Team Lead.						
2	The HIPAA TCS Project Test Team Lead will log the problem reported in the Issues database as a Problem Report.						
3	A sequential problem report number will be manually assigned in the Issues Database. This number will be written on the hard copy problem report.						
4	Email the problem report number to the requestor (as applicable).						
5	Forward the original problem report to the assigned applications team.						
6	<div> <div>A programmer analyst will analyze the user problem.</div> <table> <tr> <th>IF...</th><th>THEN...</th></tr> <tr> <td>After investigation it is determined that a problem <u>does not</u> exist and no action is required</td><td> The programmer analyst will: <ol style="list-style-type: none"> 1. Write an explanation including any necessary follow-up instruction on the original problem report. 2. Forward the response to the Project Manager for approval signature or initials. 3. Return the Problem Report and Documentation to the Test Team Manager. </td></tr> <tr> <td></td><td></td></tr> </table> </div>	IF...	THEN...	After investigation it is determined that a problem <u>does not</u> exist and no action is required	The programmer analyst will: <ol style="list-style-type: none"> 1. Write an explanation including any necessary follow-up instruction on the original problem report. 2. Forward the response to the Project Manager for approval signature or initials. 3. Return the Problem Report and Documentation to the Test Team Manager. 		
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Problem Report Overview, Continued

Procedures for Tracking Problem Reports (continued)

Step	Action	
6 cont	IF...	THEN...
	After investigation it is determined that a problem <u>does</u> exist	<ol style="list-style-type: none"> 1. Perform the necessary coding and unit testing. 2. Follow-up with mapping specifications resources to ensure mapping specs are updated. 3. Forward the response to the Project Manager for approval signature or initials. 4. Return the Problem Report and Documentation to the Test Team Manager.
7	<p>The Test Team Manager will:</p> <ol style="list-style-type: none"> 1. Assign the returned problem report to either AZ or HI retest and forward to the applicable resource. 2. Record the resolution in the Issues Database and include appropriate documentation. <p><i>Go to procedure section for Retesting Problem Reports.</i></p>	
8	<p>Once the retest has been completed, the problem report is returned to the Test Team Manager.</p> <p>The Project Manager or the HIPAA TCS Project Test Team will:</p> <ol style="list-style-type: none"> 1. Record the retest outcome information, and close the Problem Report on the database. 2. Place the Problem Report original containing the explanation (and attachments) in the appropriate Problem Report binder. 	
9	<p>On no less than a monthly basis, all problem reports will be reviewed to evaluate and complete necessary documentation updates (i.e. to the Companion Document)</p>	

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Problem Report Overview, Continued

Procedures for Completing Problem Reports

Use the following procedures when completing the Problem Report Form:

Part	Function
To be Completed by Requester...	
Transaction	Indicate for which transaction the problem is related to and whether it is a testing problem, conversion or production problem.
Name/Dept	List the Requestor's name, department, phone # and date initiated.
Priority of Defect	<p>Indicate priority of defect.</p> <p>Priority 1/Critical. The problem causes the system to crash or "freeze" indefinitely or one component of the system crashes or freezes; the system would cause violation of Federal or state law or regulations; the system prevents access to or execution of a mission critical component by all users. Priority 1 problems will be handled and tracked on an immediate basis.</p> <p>Priority 2/High. The system fails to perform a critical function correctly and there is no acceptable workaround within the system's other capabilities that would enable users to successfully complete this function. Priority 2 problems will be handled and tracked on a daily basis.</p> <p>Priority 3/Low. The problem creates an inconvenience or nuisance to the user without preventing successful completion of mission critical functions, is a minor or existing imperfection in the system, or if mission critical functions are prevented there is an agreeable workaround. Priority 3 problems will be monitored and tracked on a daily basis. Escalation will occur as merited.</p> <p>Priority 4/Future Enhancement. The problem or requirement is a desired future enhancement to the system. Priority 4 problems will be logged and tracked throughout the project and should result in future SSR's. No escalation will occur.</p>

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Problem Report Overview, Continued

Procedures for Completing Problem Reports (continued)

Part	Function
Description of Problem Scenario # Test Plan #	Describe in detail what and how the problem occurred. Attach examples or any supporting documentation. Indicate Scenario # (if applicable) Indicate Test Plan # (if applicable)
Supporting Documentation	Indicate if there is supporting documentation attached to problem report. (For Conversion, please provide screen prints, key field(s), reference to rule/requirement and/or new/updated rule/requirement)
To be Completed by the Test Team Manager...	
Problem Report Number	This number is manually assigned by sequential order in Problem Report Database.
To be Completed by the Application Team...	
Resolution Type	Indicate what type of resolution was needed to resolve the problem identified.
Resolution	Explain in detail what was needed to resolve the problem identified and what was done to arrive to the resolution.
Developer/Fix Information	Enter the Developer Name(s), Date, Time to Fix, and Failed PGM/Component(s).
Mapping Spec Update Needed	Indicate whether the Mapping spec document needs to be updated.
Completed by and Date Completed	Resource updating the Mapping spec document must sign and date.
Companion Document Update Needed	Indicate whether the Companion Document needs to be updated.

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Problem Report Overview, Continued

Procedures for Completing Problem Reports (continued)

Part	Function
Completed by and Date Completed	Resource updating the Companion Document must sign and date.
Mercator Deployment Needed	Indicate whether deployment is needed.
Completed by and Date Completed	Resource completing the Mercator Deployment must sign and date.
Test or Prod Indication	Indicate where the deployment is needed, test or prod.
Version of VSS	Indicate which version of VSS is to be deployed.
To be Completed by Requester ...	
Retest Comments Date Testers Initials Pass/Fail	Explain the testing results experienced as a result of the changes made to correct the problem identified. Tester must initial and date and note whether the retest passed or failed.
To be Completed by the Application Team...	
Project Manager Approval and Date	Obtain the signature of approval and date.
To be Completed by the Test Team Manager...	
Test Manager Approval and Date	Obtain the signature of approval and date.
Mainframe Promote/Appro val and Date	Obtain the signature of approval and date.
Map Deployment/ Approval and Date	Obtain the signature of approval and date.

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Problem Report Overview, Continued

Procedures for Re-testing Problem Reports

Procedures for Re-testing Problem Reports

Use the following procedures when re-testing a Problem Report:

Step	Action						
1	The Project Manager will review the resolution and return the Problem Report with a copy of all documentation to the Initiating Tester for review and retest.						
2	<p>The Initiating Tester will review the documentation supplied by the correcting programmer and “retest” the scenario to ensure problems do not still exist. This retest consists at a minimum the following steps:</p> <ol style="list-style-type: none"> Re-enter or validate the same scenario and conduct the retest to ensure the problem has been fixed. Enter or validate similar scenarios to ensure the problem still does not exist. Review and test related programs and scenarios to ensure the “fix” did not inadvertently impact other areas. 						
3	<p>Once...</p> <table> <tr> <th>IF...</th><th>THEN...</th></tr> <tr> <td>The Tester determines that the problem has been fixed or that no problem related problem was created</td><td>The problem report, with the appropriate documentation, will be returned to the Project Manager for approval.</td></tr> <tr> <td>It is determined that the fix did not correct the problem or created additional problems</td><td>The problem report, with the appropriate documentation, will be returned to the Project Manager for additional follow-up and assignment for correction.</td></tr> </table>	IF...	THEN...	The Tester determines that the problem has been fixed or that no problem related problem was created	The problem report, with the appropriate documentation, will be returned to the Project Manager for approval.	It is determined that the fix did not correct the problem or created additional problems	The problem report, with the appropriate documentation, will be returned to the Project Manager for additional follow-up and assignment for correction.
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